

24 February 2010



Mr E J Hall
Chief Executive
Queensland Competition Authority
GPO Box 2257
Brisbane QLD 4001

Office of the
Chief Executive Officer

Dear Mr ^{John}Hall

**ENERGEX'S DECEMBER 2009 QUARTER ELECTRICITY INDUSTRY
CODE SERVICE QUALITY REPORT**

Section 2.6.2 of the Electricity Industry Code (Code) requires Queensland's distribution entities to submit a report to the Queensland Competition Authority within two months of the end of each quarter detailing performance against Minimum Service Standards and Guaranteed Service Levels.

To this end, please find attached ENERGEX's report for the period October to December 2009.

Should you have any enquiries regarding this report please contact Rachel Leaver – Network Regulation Manager on (07) 3405 2924.

Yours sincerely



Terry Effeney
Chief Executive Officer



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ENERGEX Limited
ABN 40 078 849 055

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT**

OCTOBER TO DECEMBER 2009

February 2010

ENERGEX LIMITED
ABN 40 078 849 055



positive energy

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1. INTRODUCTION

In response to the recommendations from the Electricity Distribution Service Delivery (EDSD – also referred to as the Somerville Report) inquiry, the Queensland Government introduced the Queensland Electricity Industry Code (Industry Code) under the *Electricity Act 1994* in January 2005.

Clause 2.6.2 of the Industry Code requires Queensland's distribution entities to submit to the Queensland Competition Authority (QCA) a report within two months of the end of each quarter detailing the following:

- i. compliance with minimum service standards outlined in clause 2.4 of the Industry Code, including:
 - (a) performance against the SAIDI and SAIFI limits, by feeder type, including those interruptions listed in clause 2.4.3 of the Industry Code;
 - (b) performance against the SAIDI and SAIFI limits, by feeder type, excluding those interruptions listed in clause 2.4.3 of the Industry Code;
 - (c) details of the interruptions excluded under clause 2.4.3, including the number of minutes and interruptions excluded by feeder type and category of exclusion;
 - (d) description of any major event days; and
 - (e) the explanation of reasons for the distribution entity exceeding (where applicable) those minimum service standards and proposals to improve performance;
- ii. compliance with the guaranteed service levels (GSLs), including:
 - (a) the number of GSL payments given by category and the amount of such rebates;
 - (b) the number of GSL payment claims by category; and
 - (c) the number of rejected GSL payment claims by category; and
- iii. any other matter reasonably notified by the QCA.

The reported information is for the period October to December 2009 and the financial year to date figures as at the end of December 2009.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-10-2009
<i>Last day of reporting period</i>	date	31-12-2009

3. NETWORK RELIABILITY¹

3.1 Minimum Service Standard Compliance

Measure	December Quarter 2009	Financial year to date	MSS 2009-10
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total (Including Exclusions & Major Event Days²)</i>	57.176	83.578	
Central business district	0.839	0.998	
Urban	36.265	56.289	
Short rural	118.549	163.671	
Long rural	na	na	
<i>Generation & Transmission</i>	0.713	0.988	
Central business district	0.000	0.000	
Urban	0.400	0.604	
Short rural	1.629	2.112	
Long rural	na	na	

¹ Results effective as at 13 January 2010. The reliability statistics include single loss of supply events as required under the Code's definition of an interruption. Calculated reliability measures have been rounded.

² This reliability statistic is an overall network number i.e. is a weighted summation of the reliability results for CBD, Urban and Short Rural components of ENERGEX's network.

Measure	December Quarter 2009	Financial year to date	MSS 2009-10
<i>NEMMCO direction</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Automatic load shedding</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Customer Caused Interruptions</i>	0.063	0.074	
Central business district	0.000	0.000	
Urban	0.084	0.099	
Short rural	0.000	0.005	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	1.040	1.170	
Central business district	0.000	0.000	
Urban	0.000	0.175	
Short rural	4.090	4.090	
Long rural	na	na	
<i>Major Event Days</i>	20.006	20.006	
Central business district	0.000	0.000	
Urban	8.634	8.634	
Short rural	53.204	53.204	
Long rural	na	na	
<i>Total exclusions</i>	21.822	22.238	
Central business district	0.000	0.000	
Urban	9.119	9.511	
Short rural	58.923	59.410	
Long rural	na	na	

Measure	December Quarter 2009	Financial year to date	MSS 2009-10
<i>Distribution system</i>	35.354	61.340	
Central business district	0.839	0.998	20
Urban	27.146	46.777	110
Short rural	59.626	104.261	220
Long rural	na	na	
System Average Interruption Frequency Index (SAIFI) – (number of interruptions)			
<i>Total (Including Exclusions & Major Event Days³)</i>	0.612	0.952	
Central business district	0.068	0.081	
Urban	0.458	0.734	
Short rural	1.068	1.594	
Long rural	na	na	
<i>Generation & Transmission</i>	0.038	0.052	
Central business district	0.000	0.000	
Urban	0.026	0.038	
Short rural	0.075	0.095	
Long rural	na	na	
<i>NEMMCO direction</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Automatic load shedding</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	

³ This reliability statistic is an overall network number i.e. is a weighted summation of the reliability results for CBD, Urban and Short Rural components of ENERGEX's network.

Measure	December Quarter 2009	Financial year to date	MSS 2009-10
<i>Customer Caused Interruptions</i>	0.001	0.001	
Central business district	0.000	0.000	
Urban	0.001	0.002	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.003	0.006	
Central business district	0.000	0.000	
Urban	0.000	0.004	
Short rural	0.012	0.012	
Long rural	na	na	
<i>Major Event Days</i>	0.106	0.106	
Central business district	0.000	0.000	
Urban	0.054	0.054	
Short rural	0.256	0.256	
Long rural	na	na	
<i>Total exclusions</i>	0.148	0.165	
Central business district	0.000	0.000	
Urban	0.082	0.097	
Short rural	0.342	0.362	
Long rural	na	na	
<i>Distribution system</i>	0.464	0.787	
Central business district	0.068	0.081	0.33
Urban	0.376	0.637	1.32
Short rural	0.726	1.232	2.50
Long rural	na	na	

3.2 Additional Reliability Measures

Measure	Units	December 2009 Quarter		Year to Date	
		Value (before removal of excluded events)	Value (after removal of excluded events)	Value (before removal of excluded events)	Value (after removal of excluded events)
System Average Interruption Duration Index (SAIDI)					
<i>Planned</i> Distribution system	minutes	7.761	7.467	17.270	16.975
CBD	minutes	0.000	0.000	0.000	0.000
Urban	minutes	5.374	5.123	12.162	11.912
Short Rural	minutes	14.784	14.360	32.252	31.827
<i>Unplanned</i> Distribution system	minutes	49.415	27.887	66.309	44.365
CBD	minutes	0.839	0.839	0.998	0.998
Urban	minutes	30.891	22.022	44.127	34.866
Short Rural	minutes	103.764	45.266	131.419	72.433
System Average Interruption Frequency Index (SAIFI)					
<i>Planned</i> Distribution system	number	0.030	0.029	0.064	0.063
CBD	number	0.000	0.000	0.000	0.000
Urban	number	0.021	0.020	0.046	0.045
Short Rural	number	0.055	0.053	0.118	0.116
<i>Unplanned</i> Distribution system	number	0.582	0.435	0.888	0.724
CBD	number	0.068	0.068	0.081	0.081
Urban	number	0.436	0.355	0.688	0.592
Short Rural	number	1.013	0.673	1.477	1.116

4. EXPLANATION FOR EXCEEDING MSS

Explanation	Exceeded MSS
Not applicable	

5. DESCRIPTION OF MAJOR EVENT DAYS

Description of Events	Date
Severe Storms Struck ENERGEX	13 October 2009
Severe Storms Struck ENERGEX	29 November 2009
Severe Storms Struck ENERGEX	22 December 2009

6. GUARANTEED SERVICE LEVELS – DISTRIBUTION

GSL Description	No. of Claims Paid for Period	Total \$'s Paid for Period	No of Claims Rejected for Period	Cumulative No. of Claims for financial YTD	Cumulative \$'s Paid for financial YTD	Cumulative No of Claims Rejected for financial YTD
Non notification Planned Interruption – Business (GSL = \$50)	0	0	1	1	50	1
Non notification Planned Interruption – Residential (GSL = \$20)	2	40	3	17	340	16
New Connection – Failure to Complete (GSL = \$40/day late)	21	2,760	0	63	11,880	0
Wrongful Disconnection (GSL = \$100)	57	5,700	1	81	8,100	1
Failure to Reconnect (GSL = \$40/day late)	66	5,040	1	134	9,720	1
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	0	0	0	0
Missed Scheduled Appointment (GSL = \$40)	3	120	0	5	200	0
Reliability – interruption duration (GSL = \$80)	2	160	1	2	160	5
Reliability – interruption frequency (GSL = \$80)	0	0	0	0	0	2
Total:	151	13,820	7	303	30,450	26

7. GUARANTEED SERVICE LEVELS – RETAIL

GSL Description	No. of Claims Paid for Period	Total \$'s Paid for Period	No of Claims Rejected for Period	Cumulative No. of Claims for financial YTD	Cumulative \$'s Paid for financial YTD	Cumulative No of Claims Rejected for financial YTD
Non notification Planned Interruption – Business (GSL = \$50)	0	0	0	0	0	0
Non notification Planned Interruption – Residential (GSL = \$20)	0	0	0	0	0	0
New Connection – Failure to Complete (GSL = \$40/day late)	0	0	0	0	0	0
Wrongful Disconnection (GSL = \$100)	20	2,000	0	32	3,200	0
Failure to Reconnect (GSL = \$40/day late)	25	2,240	0	46	3,880	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	0	0	0	0
Missed Scheduled Appointment (GSL = \$40)	0	0	0	0	0	0
Reliability – interruption duration (GSL = \$80)	0	0	0	0	0	0
Reliability – interruption frequency (GSL = \$80)	0	0	0	0	0	0
Total:	45	4,240	0	78	7,080	0